

2001-03 Performance Progress Report

For Quarter Ending 6/30/2002

Agency 540

Employment Security Department

Mission

The mission of the Employment Security Department is to help people succeed throughout their working lives by supporting workers during times of unemployment, by connecting job seekers with employers who have jobs to fill, and by providing businesses and individuals with the information and tools they need to adapt to a changing economy.

Goal Provide relevant, reliable, accurate and accessible service.

Performance Measure Percentage of first unemployment insurance payments made within 14 days.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	92%	92%	92%	92%	92%	92%	92%	92%
Actual	85.2%	90.5%	87.5%	87.1				
Date Measured	9/30/2001	12/31/2001	3/31/2002	6/30/2002				

Quarter 1 Comment Non-monetary determination (legal decision based on type of separation from work and/or other eligibility issues) backlog is largely to blame for reduced timeliness.

Quarter 2 Comment Considerable improvement from last quarter reflects increased number of claims without eligibility issues.

Quarter 3 Comment Actual outcome for January was 88.8%, 86.0% in February and 87.1% in March. An analysis of untimely first payments has been completed, and corrective action planning is underway.

Quarter 4 Comment Achieved 87.1% in April, 85.2% in May and 87.1% in June. TEUC applications having a negative impact on outcome. Corrective action planning is underway.

Performance Measure Percent of entering clients who get a job and leave TANF within 6 months.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	31.2%	32.0%	32.8%	33.7%	33.7%	33.7%	33.7%	33.7%
Actual	31.8%	33.6%	29.7%	N/A				
Date Measured	9/30/2001	12/31/2001	3/31/2002	6/30/2002				

Quarter 1 Comment July -September performance slightly exceeded plan.

Quarter 2 Comment Actual was 33.1% for October, and 34.1% for November. December performance figures not yet available. Currently performance figures exceed plans. Information will be updated when new information is received.

Quarter 3 Comment Third quarter (Jan-Mar) figures were below plan.

Quarter 4 Comment April performance was 27.4 percent and May performance was 28.1 percent. June data is not available yet and should be available by mid August. The agency is implementing process improvements to increase performance,